

Four week period ending 27 June 2009.

Overall our reliability, the number of trains we ran, was 99.4%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 95.4%.

Factors affecting performance included

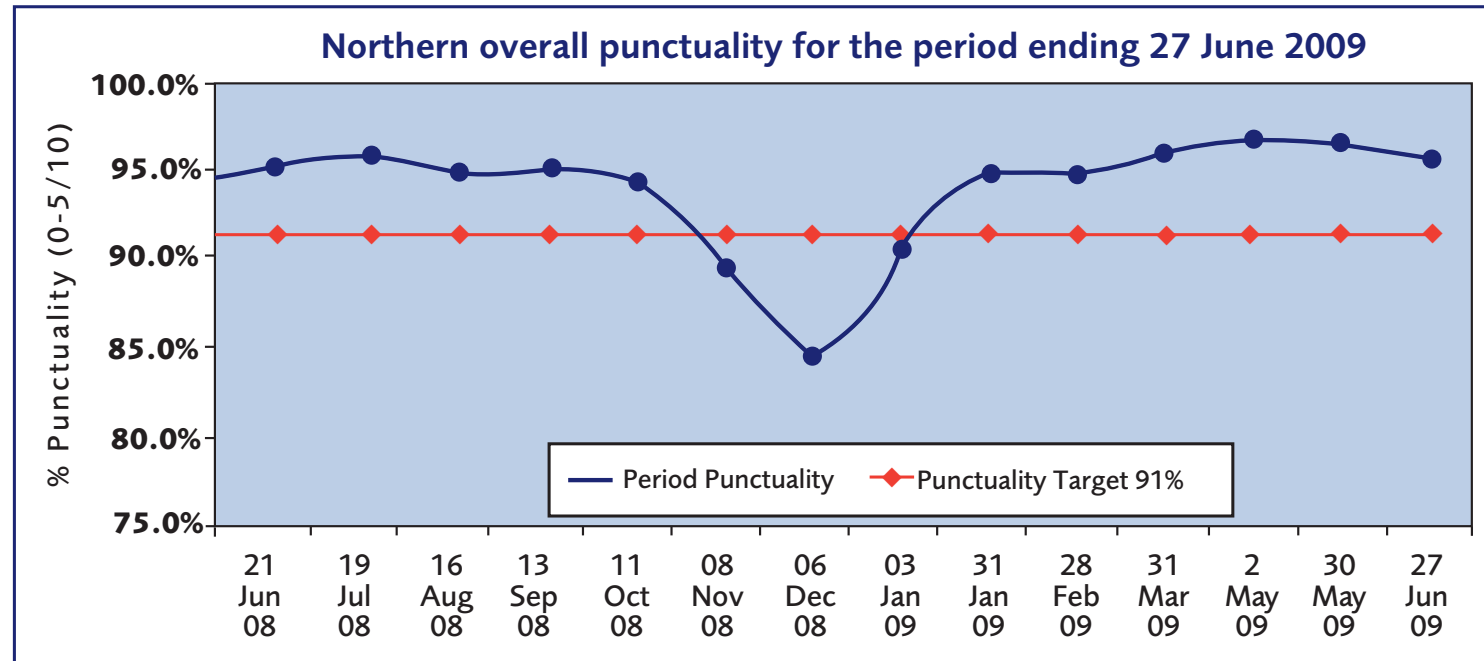
- On 1 June an infrastructure fault at Low Mill resulted in 27 cancellations and major disruption to services between Carlisle and Barrow.
- A fire on a property adjacent to the line at Barnsley on 2 June caused 39 cancellations and disruption to services between Leeds, Huddersfield and Sheffield.
- On 6 June an overhead line problem at Gatley resulted in 15 cancellations and significant disruption to services between Manchester Piccadilly, Stoke and Crewe.
- On 25 May a track fault at Hull resulted in 20 cancellations and disruption to services between Doncaster, Hull, Bridlington and Scarborough.
- A line side fire at Irlam on 8 June caused 16 cancellations and disruption to services between Liverpool, Wigan North Western and Manchester Piccadilly.
- On 11 June a Northern service derailed at Olive Mount, due to the extensive damage caused to the track, it was not possible to run services through the affected area on 12 June whilst repairs were taking place. This resulted in 187 cancellations and widespread delays, the worst affected services were between Liverpool Lime Street, Manchester Stations, Preston and Blackpool North.
- Extreme weather conditions affecting the North of England on 10 June and 15 June caused 119 cancellations and major disruption to services across the Northern Network. The worse affected routes were:
 - Leeds – Sheffield
 - Sheffield – Huddersfield
 - Sheffield – Lincoln
 - Sheffield – Manchester Piccadilly
 - Sheffield - Doncaster
 - Sheffield – Hull - Bridlington
 - Leeds – Manchester Victoria
 - Leeds – Blackpool North
 - Leeds – Harrogate – York
- Cable theft continues to have a significant impact on Northern services performance, this period there has been 49 cancellations and 1147 minutes delay.

The worst incidents were:

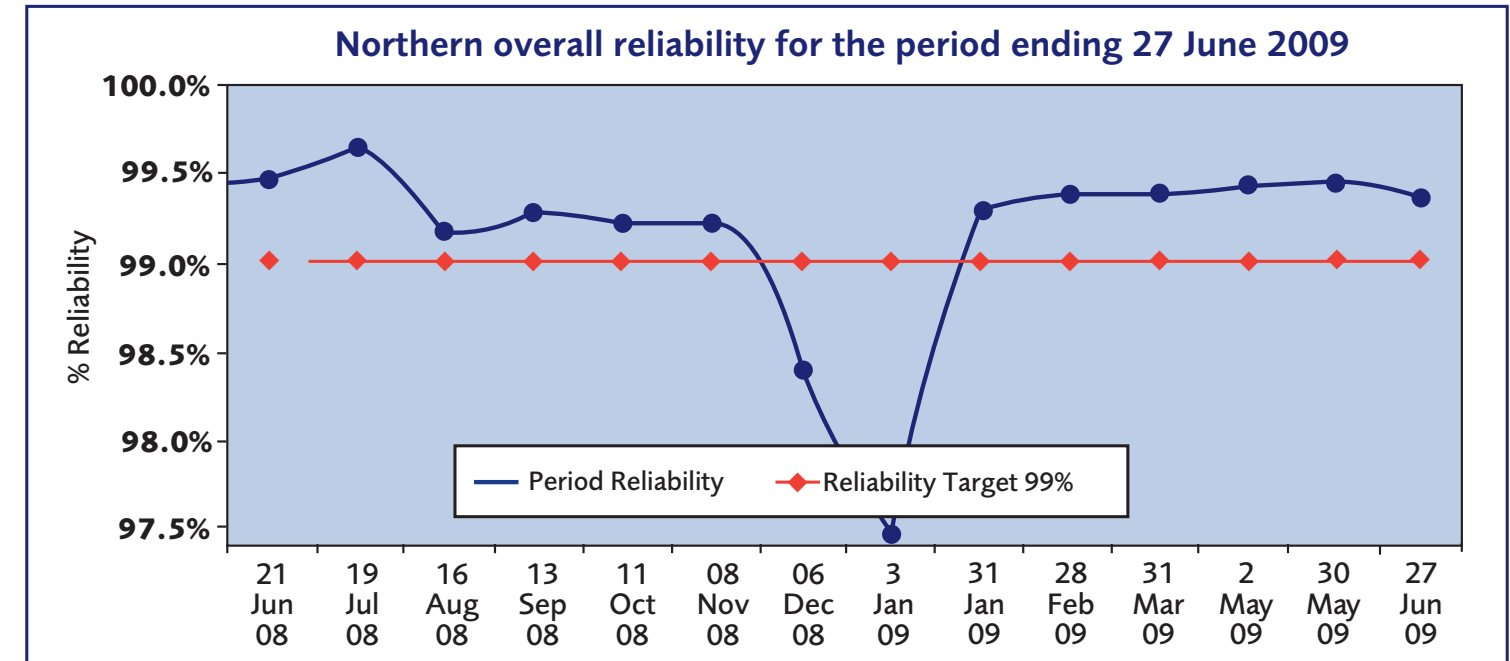
- 12 June at Redcar causing 4 cancellations and disruption to services between Middlesbrough and Saltburn.
- 25 June between Meadowhall and Barnsley resulting in 40 cancellations between Leeds, Huddersfield and Sheffield.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 5 July - 1 August 2009 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	93.3%	92.6%
Merseyrail City Lines	93.3%	93.2%
North Manchester	95.5%	92.3%
South Manchester	94.8%	93.3%
South & East Yorkshire Inter-Urban	95.6%	92.7%
South & East Yorkshire Local	97.0%	93.5%
Tyne, Tees and Wear	98.1%	96.6%
West & North Yorkshire Inter-Urban	95.3%	92.9%
West & North Yorkshire Local	96.4%	94.7%

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Tyne, Tees and Wear	99.7%	99.4%
West & North Yorkshire Inter-Urban	99.4%	99.3%
West & North Yorkshire Local	99.7%	99.6%